

**Summary of 2001/02 Communications & Delivery Performance Objectives
CLSA System Program Annual Reports**

System	Performance Objectives	Achievement of Performance Objectives
BALIS	<ul style="list-style-type: none"> a. 95% of intrasystem messages will be received by addressees within 24 hours. b. 90% of items sent by intrasystem delivery will be delivered within 2 to 4 working days. 	<ul style="list-style-type: none"> a. Objective met through the use of telefacsimile machines and PC's with modems. b. Objective met.
BLACK GOLD	<ul style="list-style-type: none"> a. 90% of intrasystem messages will be received by addressees within 24 hours (from time of sending message to receipt of message). b. 75% of items sent by intrasystem delivery will be delivered within 5 working days. 	<ul style="list-style-type: none"> a. Objective met. The electronic communications used by Black Gold member libraries to facilitate resource sharing were entirely funded by local monies. E-mail and voice mail are also being used increasingly to conduct business between libraries. b. Objective met. CLSA funds support only the delivery service essential to resource sharing. The delivery route is designed so there is no delay once an item has been picked up by the driver. Materials are sorted en route rather than returned to a central point for sorting.
49/99	<ul style="list-style-type: none"> a. 90% of intrasystem messages will be received by addressees within 48 hours (time of origin to time of receipt). b. 90% of items sent by intrasystem delivery will be delivered within 3 working days. 	<ul style="list-style-type: none"> a. Objective exceeded, due in part to a fax machine with broadcast capabilities and internet email. Messages which would have been copied and sent via delivery to all members are now sent via fax and received more quickly. In addition, System staff has utilized Internet e-mail more this year for communicating with members, greatly improving overall System communications. b. Objective exceeded. 95% of items sent by intrasystem delivery were delivered within 2 working days or less.
INLAND	<ul style="list-style-type: none"> a. 90% of intrasystem messages will be received by addressees within 24 hours. b. 90% of items sent by intrasystem delivery will be delivered within 1 working day. 	<ul style="list-style-type: none"> a. Objective met. b. Objective met.

MOBAC	<ul style="list-style-type: none"> a. 100% of intrasystem messages will be received by addressees within 24 hours. b. 100% of items sent by intrasystem delivery will be delivered within 2 to 4 working days. c. 125,000 items will be delivered during the fiscal year. 	<ul style="list-style-type: none"> a. Objective met. b. Objective met. c. Objective partially met. 117,122 were delivered.
MVLS	<ul style="list-style-type: none"> a. 100% of the intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt, next working day). b. 100% of items sent by intrasystem delivery will be delivered within 3 working days. 	<p>a-b. Objectives met. The communication & delivery methods continue to function adequately. The use of e-mail and web-based information has increased in support of all programs.</p> <p>Local funds were added to meet the level of service provided.</p>
NORTH BAY	<ul style="list-style-type: none"> a. 90% of intrasystem messages will be received by addressees within 8 hours (time of origin to time of receipt, working days only, telephone, fax & electronic mail). b. 90% of items sent by intrasystem delivery will be received within 4 working days. 	<p>a-b. Objectives met. A successful user resource-sharing program continues to spur growth in the delivery system. The increase this year for the delivery of physical items is 23% over last year. Nearly every member of NBCLS is receiving daily delivery. Electronic delivery is used whenever possible but the need for delivery of physical objects continues to increase. NBCLS member libraries now contribute 52% of the funds required to fulfill delivery needs.</p>
NORTH STATE	<ul style="list-style-type: none"> a. 90% of intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt). b. 90% of items sent by intrasystem delivery will be delivered within 3 working days. 	<ul style="list-style-type: none"> a. Objective met. All electronic messages are received either instantaneously or within the next working day when staff reads electronic mail. b. Objective partially met. 90% of items sent by intrasystem delivery are delivered within 3 working days for libraries receiving 2 or 3 days per week delivery. However, libraries in Modoc, Lassen, and Plumas Counties receive items within 8 working days or more, as delivery service is once a week. The objective is barely met for most member libraries. In FY 2001/02, due to continuing fiscal constraints, delivery service continues to fall short of the objective.

PENINSULA	<p><u>Communications</u></p> <p>98% of the intrasystem messages will be received within one hour.</p> <p><u>Delivery</u></p> <ul style="list-style-type: none"> a. 98% of intrasystem messages will be received within 1 hour. b. 98% of total items will be received within 2 working days (main library to main library). c. 98% of labeled items for special rush handling will be delivered to the receiving library by noon of the next working day following pick-up (main library to main library). d. 1,500,000 items will be delivered during the fiscal year. e. 50% of all items to SVLS will be delivered within 3 working days. f. 50% of all items to BALIS will be delivered within 3 working days. 	<p><u>Communications</u></p> <p>Objective met. 100% of messages sent through the automated system and e-mail were transmitted and delivered within seconds of origin.</p> <p>Legislative messages are e-mailed to System Administration.</p> <p><u>Delivery</u></p> <ul style="list-style-type: none"> a. Objective met. b. Objective met. c. Objective met. d. Objective met. 1,690,600 items were delivered. e. Objective met. 50-75% of items to SVLS were delivered within 3 working days. f. Objective met.
SJVLs	<ul style="list-style-type: none"> a. All system messages to be sent in the most cost-effective manner to: <ul style="list-style-type: none"> 1. Allow 100% of the reference & information messages to be received within 24 hours. 2. Allow 100% of planning, coordination, & evaluation messages to be received in a form & manner to expedite decision making & the efficient use of staff time. b. To allow 100% of interloan & other materials to be delivered within 3 working days. c. To allow member resources to be efficiently allocated in handling communication transactions for System activities. 	<p>a.-c. Objectives met. SJVLs operated 2 delivery vans in 2001/02, one belonging to the system and one belonging to the Heartland Region, but operated by SJVLs. The Dynix email system continues to be heavily used and the Dynix system also continues to be the primary means of communication for interloan of materials between the public libraries. Growing use of a Web-based form for submitting reference questions has reduced the reliance on fax and telephone for reference center communications.</p>

SANTIAGO	<ul style="list-style-type: none"> a. 95% of intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt). b. 90% of items sent by intrasystem delivery will be delivered within 4 working days. c. An online directory of staff at SLS libraries, hosted on the MCLS Web site will be maintained. 	<ul style="list-style-type: none"> a. Objective met due to the increasing use of fax and e-mail. b. Objective met. SLS contracts with MCLS for delivery service. Bi-yearly satisfaction surveys continue to rate service as excellent to good. c. Objective met.
SERRA	<ul style="list-style-type: none"> a. 90% of intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt). b. 90% of items sent by intrasystem delivery will be delivered within 1 working day. 	<ul style="list-style-type: none"> a. Objective met. Messages sent by fax, e-mail, or phone were received immediately. b. Objective met. Items going to Imperial County from San Diego and vice versa, as well as to certain outlying branches of San Diego County, can take 2 or 3 days longer. The smallest and most remote branches may occasionally require a week. 150,695 items were handled by Serra's delivery system.
SILICON VALLEY	<ul style="list-style-type: none"> a. 90% of the intrasystem messages will be received within 24 hours (time of origin to time of receipt). b. 90% of items sent by intrasystem delivery will be delivered within 3 working days. c. 50% of all items sent to PLS libraries will be delivered within 3 working days. d. 50% of all items sent to BALIS libraries will be delivered within 7 working days. 	<ul style="list-style-type: none"> a.-d. Objectives met.

SOUTH STATE	<ul style="list-style-type: none"> a. 90% of intrasystem messages will be received by the addressee within one day or 24 hours (time of origin to time of receipt). b. 90% of items sent by intrasystem delivery will be received by the addressee within 3 working days. c. Youth services communications will be explored for needs. Recommendations will be made either revitalizing the <u>South State Express</u>, a youth services newsletter, or initiating another form of communication. d. SSCLS will monitor Arroyo Seco Library Network activities and communicate developments to member libraries. 	<ul style="list-style-type: none"> a. Objective met. Extensive use of fax and e-mail between headquarters and all member libraries made this objective achievable. b. Objective met. Delivery was maintained using South State staff and the U.S. Postal Service. Effective October 1, 2002, delivery service was contracted to MCLS. c. Objective partially met. Discussions with various librarians shows there is a desire for Children's/Young Adult Coordinators to meet to exchange ideas. A possibility mentioned was forming an ad hoc committee of Children's and Young Adult Services coordinators. The purpose would be to exchange information, talk about best practices, and recommend and/or plan a workshop for the year. No action was taken to form an informal group. d. Objective met. The System Administrative Coordinator attended Arroyo Seco Library Network Board and Council meetings. Information about ASLN developments is shared with System members through regular written updates.
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